



Preserving, protecting, and promoting public health in our community

## **Guidance for Restaurants, Retail Food Stores, Gas Stations, Convenience Stores, and Food Pick-Up/Delivery Services**

### **Reopening During COVID-19 Pandemic**

It will be the responsibility of the business owner to ensure the safety and wellbeing of their employees as well as their customers. There is much to learn about the novel coronavirus or COVID-19, but it is known to be transmitted from person-to-person most frequently among close contacts (within 6 ft.). This type of transmission occurs via respiratory droplets transmitted by an uncovered cough or sneeze. Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of materials. This would be why business owners are encouraged to frequently clean and disinfect common areas and frequently used surfaces. Also, it is unknown how long the air inside a room occupied by someone with confirmed COVID-19 remains potentially infectious. Business owners may need to consider factors such as the size of the room and the ventilation system. Taking measures to improve ventilation in an area or room where someone was ill or suspected to be ill with COVID-19 will help shorten the time it takes respiratory droplets to be removed from the air.

Maintaining social distancing of 6 ft. and practicing good hygiene and respiratory etiquette are vital to protecting employees and customers. Individuals performing job duties that require contact with other people closer than 6 ft., should take enhanced precautionary measures to stop the risks of contracting or spreading COVID-19 (e.g., wearing a mask, cleaning/disinfecting areas, washing hands, etc.).

Under Order 20-09, restaurants, retail food stores, gas stations, convenience stores, and food pick-up/delivery services are directed to implement basic infection prevention measures which are mentioned below. As a business owner, you will want to look at creative ways to make the necessary changes. For more specific guidance for these types of businesses, please refer to Governor Parson's Order 20-09 which can be found on [governor.mo.gov](http://governor.mo.gov).

A strategic "reopening" of Webster County will not be successful without proactive steps being taken to stop the resurgence of COVID-19. The Webster County Health Unit recognizes the individuality and uniqueness of every organization, and understands that not all of the recommendations herein are applicable to everyone. Business owners and community leaders are encouraged to put in place as many of these recommendations as possible to safeguard themselves, their employees, customers, and the community at large.

## **Manage Employee Health –**

- Prepare to implement basic infection prevention measures.
- Employees should be prepared to have temperatures taken and monitored for symptoms when reporting to work everyday.
- Employee(s) should stay home if sick, except to get medical care.
- If an employee becomes sick at work, send them home and clean and disinfect his/her workspace.
- If an employee is tested for COVID-19, notify other employees of possible exposure while maintaining confidentiality. The employee who was tested, should be under self-isolation until the results are received.
- Employees should wear a mask or face covering.
- Employees should practice social distancing from other co-workers and customers whenever possible.
- Provide ample supply of hand sanitizer for employees and customers to use.
- Assure employees are routinely washing their hands for at least 20 seconds and/or using hand sanitizer.
- Remind employees to not touch their eyes, nose and mouth.
- If an employee coughs or sneezes, encourage them to use a tissue, dispose of the tissue and wash hands immediately for at least 20 seconds or apply hand sanitizer.
- Employees should be discouraged in using co-workers' phones or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Modify physical workspace to maximize social distancing as well as alternating shifts.

## **Manage Operations –**

- Wash, rinse, and sanitize food contact services every 15 minutes to 2 hours.
- Clean and sanitize frequently touched surfaces such as door handles, countertops, and touch pay pads after every customer.
- Clean and sanitize self-serve fountain machines every hour.
- Clean and sanitize tables and chairs after each customer use.
- Clean and sanitize bathrooms every hour.
- Discontinue self-service food that require customers to use utensils or dispensers. Convert these areas to where staff are preparing and serving food for the customer.
- Clean and sanitize common and high-traffic areas such as entrances, breakrooms, locations where there is high-frequency employee interaction with the public/customers.
- Designate 6 ft social distancing space for people waiting in line to check out. It would be recommended to only have one person from the group wait to pay while everyone else either waits at the table or in the car.
- Increase spacing between tables to allow for the 6 ft social distancing requirement between customers, as well as for those who are waiting to be seated. The actual spacing between the tables may be greater than the 6 ft. in order to allow for the actual seating of the customers.
- No more than ten (10) people at a single table.
- Assure adequate supply of soap and water and/or hand sanitizer are available for customers to use before and after eating.
- Monitor health of customers and if showing visible symptoms of illness ask them to please get order to go and clean and sanitize areas where customer visited.

- Increase the space between isles to accommodate the 6 ft. social distancing requirement for customers while selecting items to buy.
- Have designated pick-up zones for pick-up of prepared food items to assist with social distancing.
- For delivery services clean and sanitize coolers and insulated bags after each food delivery.
- The continued use of drive-thru, pick-up, or delivery options is encouraged.